

Effective Contribution Statements

The following are some examples of effective contribution statements for each of the six factors:

Effective Examples -- Problem Solving

- Participated in the <XYZ> In-Process-Review, identified and negotiated additional requirements and an acquisition strategy resulting in completion of the stalled effort. This allowed a much improved product to be delivered to <customer> prior to a major operation.
- Developed a computer program to track material storage and delivery of weapon system parts from the Supply Department to the Operating Forces. This tracking system cut reorder costs by 20% and improved delivery time on average by 20 days.
- Implemented an automated process for tracking an average of 600 work requests per month. This new process saved \$7K in overtime for the admin staff, saved time by having information readily available on-line and saved time and space by not having to file paperwork. Received letter of appreciation from Assistant Chief of Staff.

Effective Examples --Teamwork/Cooperation

- Coordinated with a number of command elements and contractors to resolve a classified E-mail problem; this resulted in the enhancement of operational security for all parties involved. This solution was adopted DoD-wide.
- Served as team leader for the Integrated Baseline Review by interfacing with each contract work breakdown element to assure work was properly baselined. The end result verified the contractor's baseline in accordance with DOD 5000M and it expedited the milestone decision.
- Volunteered to work as a team member during the Open House by assisting guests with directions, assisting in the setup of project briefs, and designing handouts for the guests. Received many commendatory e-mail messages from project officers and senior personnel. This assistance saved project officers' time, gave a favorable impression of our command to the guests, and saved costs by doing the brochures in-house.

Effective Examples -- Customer Relations

- Forged strong working relationships with Base Payroll, DFAS, and Regional Service Center (RSC) to resolve inaccurate pay for the workforce and reduce delays in payroll changes. New agreements and processes resulted in the timely processing of payroll actions and improved processes for prompt and accurate pay for the workforce.
- Visited the staff of the Regional Service Center (RSC) to discuss issues and share ideas to improve relations and customer service. These visits served to keep the Command apprised of changes resulting from regionalization, and have fostered a more efficient and effective working relationship.
- As the Help Desk Assistant, assisted over 300 Operating Forces customers monthly by providing accurate and timely responses to all questions and requests for assistance. This resulted in improved relations between the help desk and the Operating Forces, favorable commendations to the Command, and improved communications between our projects and the Operating Forces.

Effective Examples -- Leadership/Supervision

- Led a team of civilians, military, and contractors in testing a radar improvement initiative for the F-18 weapons system. The enhancement was developed on time and within budget, and passed interoperability testing with very minimal discrepancies. This team taught <customer> members and other services to use the new system during the testing efforts, saving travel and training costs for over 60 personnel.
- Volunteered to take the lead in teaching six Microsoft Office 2010 classes and various administrative correspondence courses to other Office Automation Assistants and division personnel. This saved approximately \$15K in travel and vendor training costs, which was then allocated to other priority projects.
- Served as Acting Branch Head during supervisor's extended absence in addition to their regular duties, ensuring problems were solved which resulted in a continuation of service to customers.

Effective Examples -- Communication

- Established contact with matrix activities, HQ, and other services and agencies to provide/maintain accurate information on the <XYZ> program. This resulted in improved interoperability and assured uniform understanding of the mission.
- Developed quality training materials in PowerPoint. Gave classroom instruction for six Microsoft Office 2010 classes and various administrative correspondence courses to other Office Automation Assistants and division personnel. This resulted in a \$15,000 savings in travel and training dollars. It also increased the knowledge of the workforce, resulting in more efficiency in day-to-day tasks.
- Developed written guidance on a variety of issues and posted it on the DAWIA web site. This provided advice and assistance to all levels of the workforce, resulting in favorable comments from the customers, increased participation in DAWIA classes, and a more informed and educated workforce.

Effective Examples -- Resource Management

- Provided improved budget procedures and guidance. Oversaw year-end closeout with all accounts meeting or exceeding HQ execution goals for the FY. The improved procedures saved \$72K in funding due to timely reallocation of funding and resolution of errors.
- Created a more efficient process for government credit card ordering, automated file maintenance, and reconciliation of records. This has resulted in supplies being acquired more quickly and records being readily available when needed for budget coordination and audits.
- Designed and implemented a new procedure for handling travel orders via the Intranet. This new procedure is less time consuming for the travel and training office and eliminates the need for paper copies or faxes.